



Service Standards

Approved Scrutiny Panel: 3 June 2026

Board Approved: 19 August 2026

Next Review: April 2031

1.0 DEFINITION

1.1 Our service standards are based on the Scottish Social Housing Charter November 2022. They set out our commitment to tenants and other service users and the tools we will use to measure our compliance. Outcome 12 has been removed as it is not relevant to HfL.

2.0 REVIEW

This policy will be reviewed at every 5 years or where there has been new legislation, or a change in regulatory requirements or policy guidance.

SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
Customer/Landlord Relationship	Outcome 1 Equalities Social landlords perform all aspects of their housing services so that: they support the right to adequate housing, every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.	HfL will perform all aspects of our housing services so that: ❖ <i>we support the right to adequate housing.</i> ❖ <i>every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.</i>	➤ Promote equality, diversity and inclusion through our behaviours, policies, procedures and day-to-day services. ➤ Follow our Equality, Diversity and Inclusion Policy to help ensure everyone has fair access to housing and housing services. ➤ Recognise and respond to the individual needs, rights and circumstances of tenants and customers. ➤ Carry out annual equality monitoring surveys to understand how accessible our services are and identify where improvements are needed. ➤ Assess the impact of our policies and procedures through Equality Impact Assessments to help ensure they are fair, inclusive and do not disadvantage any group.

	Outcome 2 Communication	HfL will manage our business so that: ❖ <i>tenants and other customers find it easy to communicate with HfL and get the information they need about their landlord, how and why we make decisions and the services we provides.</i>	➤ Provide a telephone service, including an out-of-hours emergency repairs line. ➤ Make information available through our website and Tenant Portal. ➤ Keep tenants informed through regular newsletters and updates. ➤ Have an accessible complaints process that is easy to understand and use. ➤ Tell tenants about complaints, compliments and feedback received and explain how this helps us improve our services. ➤ Ask tenants for their views through surveys and other feedback opportunities. ➤ Provide information in alternative formats and use interpreting and translation services when required. ➤ Use support workers and advocates where appropriate to help tenants access our services and information. ➤ Communicate in plain English and avoid unnecessary jargon. ➤ Use a range of communication methods, including written information, videos and images, to help make key messages clear and accessible.
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SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
	Outcome 3 Participation	HfL will manage our business so that: ❖ <i>tenants and other customers are offered a range of opportunities that make it easy for them to participate in, and influence HfL's decisions at a level they feel comfortable with.</i>	➤ Promote opportunities to get involved through our newsletter, website and during day-to-day contact with tenants. ➤ Support our Tenant Scrutiny Panel, including working with independent organisations such as the Tenants Information Service to help tenants review and improve our services. ➤ Organise Tenant Participation events and specialist involvement days, giving tenants opportunities to share their views and help shape services. ➤ Encourage tenants to become members of Homes for Life and take part in our Annual General Meeting. ➤ Carry out joint estate inspections with tenants and staff to identify local issues and agree improvements. ➤ Support the development of community groups, creating opportunities for people to get involved in improving their communities as well as Homes for Life.

Housing Quality & Maintenance	Outcome 4 Housing quality	HfL will manage our business so that: ❖ <i>tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard.</i>	➤ Comprehensive stock condition surveys to understand the condition of our homes and plan future improvements. ➤ Deliver our Asset Management Strategy to maintain and improve the quality, safety and energy efficiency of our properties. ➤ Meet our Empty Homes Letting Standard to ensure homes are ready for new tenants when they move in. ➤ Deliver the commitments set out in our Customer Promise. ➤ Complete responsive repairs within our published timescales. ➤ Carry out regular inspections, surveys and safety checks, maintaining up-to-date registers ➤ Scottish Housing Quality Standard (SHQS) Register ➤ Follow our Tenant Safety Policies to help keep tenants and their homes safe. ➤ Inspect at least 10% of completed repair works to monitor quality and standards.
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SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
			➤ Seek feedback from all tenants who receive repairs or planned improvement works, with the aim of obtaining feedback from 100% of customers. ➤ Clearly communicate tenants' responsibilities under their Tenancy Agreement to keep their home in a reasonable condition and to leave it in an acceptable condition when their tenancy ends. ➤ Explore external funding opportunities to support investment in our homes and deliver our improvement programmes.

	Outcome 5 Repairs, Maintenance & Improvements	HfL will manage their businesses so that: ❖ <i>tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.</i>	➤ Provide a high-quality responsive repairs service with clear repair categories and timescales. ➤ Make tenants aware of their Right to Repair through the sign-up process, our website and other communications. ➤ Deliver repairs and maintenance services in line with our Repairs policy. ➤ Carry out pre-let and post-work inspections to ensure homes and completed works meet our standards. ➤ Monitor the quality of repairs through inspections carried out by our Maintenance Officer. ➤ Ensure contractors meet their contractual obligations and service standards through clear performance measures, monitoring and regular reviews. ➤ Include provisions within contracts that allow us to take action, including ending contracts, where service standards are not met.
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SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
			➤ Record, monitor and resolve complaints and expressions of dissatisfaction in line with our complaints procedures and relevant guidance. ➤ Procure contractors through a robust and transparent tendering process in accordance with our Procurement Policy. ➤ Maintain an approved list of contractors who meet our quality, compliance and value for money requirements.

Neighbourhood & Community	Outcome 6 Estate Management, anti-social behaviour, neighbourhood nuisance and tenancy disputes	HfL will work in partnership with other agencies, help to ensure as far as reasonably possible that: ❖ <i>tenants and other customers live in well-maintained neighbourhoods where they feel safe.</i>	➤ Deliver our Estate Management Policy. ➤ Support our Tenant Scrutiny Panel and involve tenants in reviewing estate management services. ➤ Carry out regular scheduled estate walkabouts with residents to identify and address local environmental issues and persistent neighbourhood concerns. ➤ Involve Tenant Scrutiny Panel representatives in estate inspections and walkabouts. ➤ Promote tenancy conditions and responsibilities through our website, newsletters and other tenant communications. ➤ Use estate management performance reports to monitor standards, identify issues and support effective decision-making. ➤ Adopt a risk-based approach to estate inspections, with clear arrangements for follow-up actions and monitoring. ➤ Provide and monitor communal stair cleaning services where these are part of our responsibilities.
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SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
			➤ Operate a clear and transparent service charge and recharge process, ensuring tenants and owners understand any charges that apply. ➤ Work in partnership with local authorities, community organisations and other agencies to address neighbourhood issues and improve local environments. ➤ Follow our Anti-Social Behaviour Policy and work with relevant agencies to prevent and tackle anti-social behaviour.

SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
Access to Housing & Support	Outcomes 7, 8 & 9 Housing Options	HfL will ensure that: ❖ <i>people looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.</i> ❖ <i>tenants and people on housing lists can review their housing options.</i> HfL has a role to prevent homelessness and will ensure that: ❖ <i>people at risk of losing their homes get advice and information on preventing homelessness.</i>	➤ Promote housing options and related services through our communications, website and customer interactions. ➤ Help tenants and applicants review their housing choices and consider alternative housing options where appropriate. ➤ Signpost people to relevant support organisations, that may be able to assist them. ➤ Deliver our Income Management Policy in a way that supports tenants to manage their tenancy and reduce the risk of tenancy failure. ➤ Provide a Tenancy Sustainment Service to help tenants maintain their tenancy and address issues that may place it at risk. ➤ Work in partnership with the local authority through Section 5 arrangements and other agreed protocols to support people who are homeless or at risk of homelessness.

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	Outcome 10 Access to Housing	HfL will ensure that: ❖ <i>people looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.</i>	➤ Provide clear, up-to-date and accessible information about our homes, housing services and application processes through our website. ➤ Offer an accessible online application process for both Social Rent and Mid-Market Rent homes. ➤ Provide information about how homes are allocated and help applicants understand their prospects of being offered a home. ➤ Encourage applicants to access Housing Options advice and appointments where this may help them explore the full range of housing opportunities available. ➤ Provide support to complete housing applications where required, ensuring that people are not disadvantaged by accessibility, communication or support needs. ➤ Ensure applicants can access information and advice throughout the application process, helping them make informed choices about their housing options.

SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
	Outcome 11 Tenancy Sustainment	HfL will ensure that: ❖ <i>tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.</i>	➤ Promote our Tenancy Sustainment Service which offers advice, information and referrals to support services to help tenants manage their tenancy and remain in their home. ➤ Work with local organisations, service providers and support groups understand community needs and to deliver or facilitate support services for tenants. ➤ Promote financial support schemes, including the Scottish Welfare Fund and Discretionary Housing Payments, to help tenants access assistance they may be entitled to. ➤ Work with local food banks and other community organisations to support tenants with financial hardship. ➤ Identify and maintain information on relevant grants, charitable funds and support organisations, and signpost tenants to available assistance. ➤ Seek funding and grant opportunities that can provide additional support and practical assistance to tenants. ➤ Provide support for new tenants including starter packs. ➤ Provide decoration vouchers where applicable.

Good value from rents & service charges	Outcome 13 Value for money (VFM)	HfL will manage all aspects of our businesses so that: ❖ <i>tenants, owners, and other customers receive services that provide continually improving value for the rent and other charges they pay.</i>	➤ Apply our Income Management and Debt Collection Policy to ensure rent is collected fairly and effectively. ➤ Work to deliver value for money (VFM) across all services and provide tenants with clear information on how income is spent. ➤ Adhere to all relevant policy timescales to ensure services are delivered consistently and fairly. ➤ Involve tenants in identifying service priorities and in procurement decisions where appropriate. ➤ Measure and monitor performance internally and externally, including through the Annual Return on the Charter (ARC) and against Scottish Housing Network (SHN) peer groups. ➤ Monitor performance on a monthly basis, with reporting to the Board on a quarterly basis and full-year performance reported through the ARC, annual report and tenant communications and tenant newsletters. ➤ Use proactive allocations approaches to ensure homes are let efficiently and in line with housing need.
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SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
			➤ Deliver services efficiently, including through effective contract management, use of systems such as our housing management system (HMS), and our Tenant Portal. ➤ Encourage tenants to comply with tenancy termination requirements through clear information on our website and newsletters. ➤ Promote and signpost tenants to advice and support services such as Citizens Advice Bureau (CAB). ➤ Ensure value for money across contracts and service delivery, identifying opportunities for efficiency and continuous improvement.

SSHC Standard	Area	Our Commitment to you. We will:	How we will do this
	Outcome 14 & 15 Rent & Service Charges	HfL will set rents and service charges in consultation with their tenants and other customers so that: ❖ <i>a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them</i> ❖ <i>tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.</i>	➤ Carry out an annual rent and service charge consultation with tenants, including comparisons with other local Registered Social Landlords (RSLs). ➤ Involve tenants in discussions about rent setting and service charge proposals to ensure views are considered before decisions are made. ➤ Provide clear information on how rent and service charge income is spent, including explanations of significant areas of expenditure above agreed thresholds. ➤ Publish regular performance information and statistics so tenants can see how services are performing. ➤ Benchmark our performance and costs using membership of the Scottish Housing Network. ➤ Report annually on our performance and finances through our Annual Report and Accounts. ➤ Present and discuss financial information at our Annual General Meeting (AGM), including how money is spent and invested in services and homes.